



## Service Case Study

### Shanghai World Financial Center, Shanghai, China

The iconic Shanghai World Financial Center was named as the winner of the coveted 2018 CTBUH (Council on Tall Buildings and Urban Habitat) 10 Year Award which celebrates achievement in the continuing value and success of tall buildings over the long term. The award recognises the contributions of architects, developers and engineers, as well as the indispensable role played by the providers of building maintenance units. It is also vital to remember the importance of appropriate servicing, maintenance and training for any facade access system and the role this plays in ensuring that it continues to perform at optimum levels. Appropriate maintenance is indispensable in achieving safety and reliability and delivering the essential cleaning and maintenance tasks for the best possible upkeep of the building over a period of decades.

**In order to achieve this aim, Alimak Service have continued a close relationship with Shanghai World Financial Center since the completion of the construction project in 2008, providing a comprehensive range of services which have played a significant role in the building's global recognition as a leading example of sustained excellence.**

In this instance, CoxGomyl, part of Alimak Group, developed a complex building maintenance solution to meet the challenging requirements of Shanghai World Financial Center. Among the key issues were the sheer scale of the building at 492 metres in height, the irregular form including curved and sloping facade surfaces, and the requirement that the building maintenance units should deliver comprehensive facade access without negatively impacting the architectural vision of this landmark tower. The complete building access system encompassing 20 BMUs achieves 100% coverage while also providing the functionality of retracting itself within the building to be concealed from view in their parked positions.







It is clear that a precision engineered system of highly specialised machines such as this will also require expert servicing and maintenance provisions in order to protect the investment and keep the building in pristine condition. The comprehensive suite of services provided by Alimak Service includes two dedicated teams of highly qualified experts based on-site. This allows us to deliver continuing oversight of the whole building access system, involving regular maintenance checks on each BMU at least once a month. The Alimak Service team also manage an on-site storage facility to stock commonly used, genuine spare parts from the original equipment manufacturers. Not only does this make for quick, convenient access to necessary replacement parts but the electronic inventory system also provides the building owners with detailed reports for each part stored and used, assisting with their annual reporting and budget management.

Beyond maintenance tasks, the dedicated on-site team also provide daily operation of the BMU systems by our own highly experienced staff. This includes essential functions such as extensive cleaning of all facade surfaces and LED features. Regular training for the operators is organised on a monthly basis to encourage optimum standards of safety. Regular emergency rescue drills also ensure the highest standards of emergency management responses. These are also attended by key building stakeholders to provide peace of mind for all parties and increase collaborative working.

**The tailored long-term maintenance program ensures absolute stability and continuity for the operation for all building maintenance units, minimising downtime and maximising safety standards. Our expert team provides the best product-specific knowledge of the highly complex building access system and immediate access to genuine spare parts of the highest quality.**